IN.gov REPORT CARD

PROGRESS NOTES

Portal Highlights

Agencies Collaborate to Prepare for Avian and Pandemic Influenza
fluinfo.IN.gov

State agencies have joined together to create a new Web site, **fluinfo.in.gov**, which will serve as a clearinghouse of timely and accurate information. In addition to providing safety and preparedness information, the site presents accurate information that can help clear up common misconceptions such as the fact that avian influenza and pandemic influenza are not the same thing.

REMARKS

BMV License Plate Renewal

"Thank you so much for your fantastically easy-to-use site design. It took less than 10 minutes to renew all 3 of our vehicles."
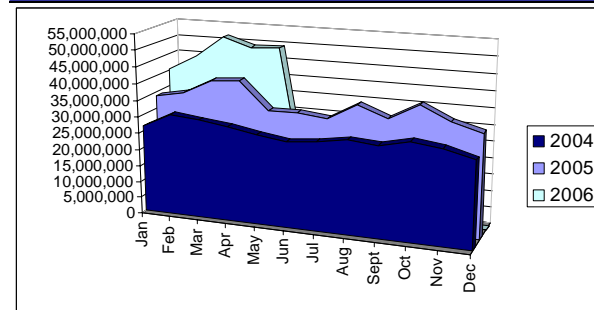
– Submitted by B. Kelsey

MAKING THE GRADE

Accesses to IN.gov

Month	2006	% change/2005
May	49,202,540	+ 34.45%

Portal Access History

Most-Visited Agency Sites in May

1.	Indiana Legislature	7,315,426
2.	Secretary of State	3,558,135
3.	Dept. of Natural Resources	2,905,567
4.	IN.gov Navigation Pages	2,608,017
5.	Attorney General	2,129,470

Usage Statistics

Online Service	May 2006	Change/ '05
License Plate Renewal	31,588	+9%
Online Hunt/Trap/ Fish Licensing	13,473	+39%
Retail Point-of-Sale Hunt/Trap/ Fish Licensing	135,086	-15%
Campground Reservations	5,807	+6%
Prof. License Renewal	12,975	n/a
SOS UCC Filings	7,356	+27%
Lim. Criminal History	13,895	+24%

DWD Launches New Labor Market Information Web Site
hoosierdata.IN.gov
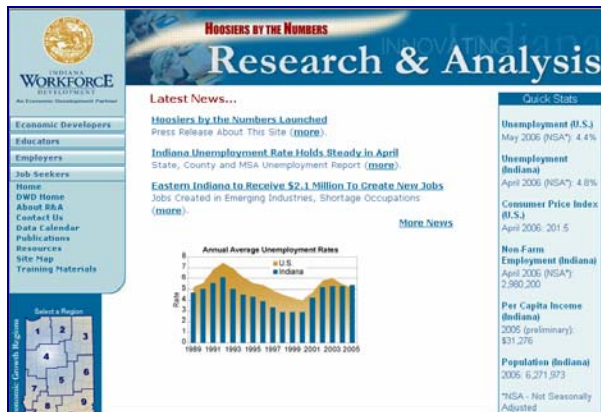
Launched in May, DWD's new site is part of a major upgrade of the content and usability of the labor market data the department regularly compiles on Indiana's workforce. Enhancements include the ability to more easily sort and rank data, "grab" data in spreadsheet or text formats, and make geographic comparisons. The data on the Web site is used by economic development officials, researchers, policy-makers and other officials in a wide variety of economic development initiatives and community investment decisions.

Recycling Guys Help IDEM Get the Word Out
recycle.IN.gov

The "Recycling Guys" cartoon characters were in town during May to help IDEM promote **recycle.IN.gov**. The site is designed to be a "one-stop" location for information and resources that will help Hoosiers identify recycling opportunities.

BMV Publishes Branch Wait Times on the Web
bmv.IN.gov

In May, the BMV introduced a new Web page aimed at helping customers save valuable time by reporting wait times at specific branches each BMV business day. In May, visit times improved by 16 percent statewide. The average visit time in April was 32 minutes, but dropped to 27 minutes in May. "We believe this page is a powerful tool for customers to examine if they need to visit a branch," said BMV Commissioner Joel Silverman.

IHEFFA Launches New Site
iheffa.IN.gov

The Indiana Health and Educational Facility Financing Authority (IHEFFA), which provides affordable financing alternatives for Hoosier health care organizations and private institutions of higher education, launched its new site in May.

HISTORY LESSON

- **IN.gov** *(accessIndiana)* is the State's official Web portal.
- The portal has more than 350,000 pages of information and hundreds of interactive services.
- 99 percent of all information and services available at IN.gov are free to the public.
- In 2005, portal accesses reached nearly **418 million**, averaging more than 34 million per month. This represents a **24 percent increase** in usage over 2004, during which accesses totaled more than 336 million.
- Portal accesses reached nearly **51 million** – an all-time record – in March 2006.
- IN.gov adheres to strict privacy, security, and accessibility policies, which can be found at **portalpolicies.IN.gov.**
- Everything you ever wanted to know about IN.gov can be found at **about.IN.gov**, including statistics, business model information, media center and success stories.

Awards & Recognition

- *accessIndiana* **placed 3rd** in the Center for Digital Government's 2005 **Best of the Web**
- *accessIndiana* **placed 2nd** in the Center for Digital Government's 2004 **Best of the Web**
- The Indiana State Department of Health won the 2004 **Gold Award for Excellence** from the National Public Health Information Coalition.
- Indiana received a **4th place** ranking in the 2004 Center for Digital Government's **Digital States Survey**
- The BMV Digitally Certified Driving Records service received the 2004 **MIT Digital Government Innovation Award**.
- *Who's Your Legislator?* was honored with the Indiana Geographic Information Council 2004 **Award for Achievement** in GIS.
- *accessIndiana* received **3rd place** in the 2003 **Brown University eGovernment Study**.
- *accessIndiana* received **3rd place** in the Center for Digital Government's 2003 **Best of the Web** contest (4th place in 2002).
- *accessIndiana* was **ranked 6th** in the Center for Digital Government's 2003 **Digital State Legislatures Survey**.
- *accessIndiana* was recognized as a **Best of Breed** by the Center for Digital Government in January 2003.
- **The Indiana Department of Revenue's I-File service** was named the overall winner in the 2003 National Electronic Commerce Coordinating Council (NECCC) **Value in Technology Achievement** awards.

IN.gov Branding Strategy

The portal's branding and marketing strategy can be summed up in one statement: "If it's not **IN.gov**, it's not official". To assist agencies in transitioning to the IN.gov brand, a URL branding request form (**webaddress.IN.gov**) is available to all state agencies, boards and commissions as well as all local jurisdictions of governments. All requests are electronically reviewed by a team comprised of State eGovernment champions. This team not only approves requests based on uniformity to the suggested standards, but also ensures that "umbrella" URLs are viewed from an enterprise perspective. An umbrella URL is used to brand a "mini-portal" that pulls together related information from a variety of sources. For example, **HR.IN.gov** was created to help human resources professionals find relevant employment-related services from a single location.

Business Model & Partnership

- The *accessIndiana* portal was introduced in December 1995.
- Indiana Interactive, a subsidiary of NIC, was chosen as the private partner to manage *accessIndiana* in 1995. NIC maintains long-term outsourcing contracts with 18 states.
- A public-private partnership model is used to manage the portal, with primary funding for the portal coming from the assessment of modest convenience fees (called "Enhanced Access Fees") to end users (primarily businesses) for a select set of services. Traditional means of access are still available to those who prefer not to pay the Enhanced Access Fees.
- All state departments, agencies, boards and commissions have a Web presence on the portal, gaining efficiencies and economies by providing information online.
- More than **44 percent** of accesses to the portal occur while government offices are closed.
- The Next-Generation Portal "common look and feel" initiative allows for each agency Web site to have a common navigational structure and design. This gives visitors a familiarity among state Web sites that is user-focused, not organizationally focused and compliant with state and federal accessibility standards.